Quest ActiveRoles Server

Web Interface User's Guide
End-User Edition

Version 5.2

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Overview

This document has been prepared to assist you with becoming familiar with Quest ActiveRoles Server. The Quest ActiveRoles Server Web Interface User's Guide (Administrator Edition) contains the information required to configure and use ActiveRoles Server. It is intended for network administrators, consultants, analysts, and any other IT professionals using the product.

Conventions

In order to help you get the most out of this guide, we have used specific formatting conventions. These conventions apply to procedures, icons, keystrokes and cross-references.

ELEMENT	CONVENTION
Select	This word refers to actions such as choosing or highlighting various interface elements, such as files and radio buttons.
Bolded text	Interface elements that appear in Quest products, such as menus and commands.
Italic text	Used for comments.
Bold Italic text	Introduces a series of procedures.
Blue text	Indicates a cross-reference. When viewed in Adobe® Acrobat®, this format can be used as a hyperlink.
	Used to highlight additional information pertinent to the process being described.
	Used to provide Best Practice information. A best practice details the recommended course of action for the best result.
	Used to highlight processes that should be performed with care.
+	A plus sign between two keystrokes means that you must press them at the same time.
|	A pipe sign between elements means that you must select the elements in that particular sequence.

About Quest Windows Management

Quest Software, Microsoft's 2004 Global Independent Software Vendor Partner of the Year, provides solutions that simplify, automate and secure Active Directory, Exchange and Windows environments. The Quest Windows Management group delivers comprehensive capabilities for secure Windows management and migration. For more information on Quest Software's Windows Management group, please visit www.quest.com/microsoft.

About Quest Software, Inc.

Quest Software, Inc. provides software to simplify IT management for 18,000 customers worldwide, including 75 percent of the Fortune 500. Quest products for application, database and Windows management help customers develop, deploy, manage, and maintain the IT enterprise without expensive downtime or business interruption. Headquartered in Irvine, Calif., Quest Software can be found in offices around the globe and at www.quest.com.

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Please refer to our Web site for regional and international office information.

Contacting Customer Support

Quest Software's world-class support team is dedicated to ensuring successful product installation and use for all Quest Software solutions.

SupportLink   www.quest.com/support

Email at   support@quest.com.

You can use SupportLink to do the following:

- Create, update, or view support requests
- Search the knowledge base
- Access FAQs
- Download patches

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Introduction

- Welcome to ActiveRoles Server Web Interface

Welcome to ActiveRoles Server Web Interface

ActiveRoles Server offers a convenient, easy-to-use, customizable Web interface that enables authorized users to perform day-to-day administrative tasks, such as modifying personal data or adding users to groups. Via the Web Interface, an intranet user can connect to ActiveRoles Server using Microsoft Internet Explorer. A user sees only the commands, directory objects, and object properties to which their role provides administrative access. Via the Web Interface, a user can modify personal account details such as first and last names, address, and phone numbers.

The Web Interface includes three different sites—the Interface for Administrators, the Interface for Help Desk, and the Interface for Self-administration. The Interface for Administrators supports a rich variety of administrative tasks, while the Interface for Help Desk supports a simplified set of tasks to expedite the resolution of trouble tickets. The Interface for Self-administration is indented for managing personal accounts.

The Web Interface also allows setting the UI language according to your preferences. The UI language affects all menus, commands, and forms that come with the Web Interface, as well as the tool tips and help. Thus, users can work with the Web Interface in their own language.

The Web Interface is easy to learn and simple to use. To make it even easier for occasional users or beginners, it provides detailed guidance on every task. Therefore, users do not need to be familiar with network administration to use the Web Interface safely and effectively.

The Web Interface delivers a reliable, comprehensive solution for users who have administrative access to the Administration Service to modify commands that the Web Interface provides for without writing a single line of code, and enables such users to add and remove commands on menus, and modify command pages by adding and removing fields that display property values. For information about how to customize the Web interface, see the ActiveRoles Server Web Interface Administrator's Guide.

The Web Interface allows displaying Group Policy objects, and viewing GPO reports. For each user, computer, domain, and OU, it can also display simulated resultant policy settings. For more information, see the ActiveRoles Server Web Interface Administrator's Guide.

The ActiveRoles Server Web Interface User's Guide is for individuals who are responsible for performing administrative tasks. This document provides a brief overview of the Web Interface, and includes procedures for performing administrative tasks.

2

Getting Started

- Introduction

- Configuring Microsoft Internet Explorer

- Starting the Web Interface

- Changing Local Settings

Introduction

This section describes the procedures for preparing the Web Interface for use.

First, you must configure Microsoft Internet Explorer to display the Web Interface pages properly. Then, start the Web Interface. Finally, you need to specify personal settings such as the interface language, color scheme, and number of objects per page.

Configuring Microsoft Internet Explorer

Before starting the Web Interface, verify that your Web browser is configured properly. Use the following procedures to configure Microsoft Internet Explorer 5.x or 6.x to meet the requirements of the ActiveRoles Server Web Interface.

Configuring Microsoft Internet Explorer 5.x

To configure Microsoft Internet Explorer version 5.x

1. Start Microsoft Internet Explorer.
2. On the **Tools** menu, click **Internet Options**.
3. In the **Internet Options** dialog box, click the **Security** tab.
4. On the **Security** tab, click **Local intranet**, and then click **Custom Level**.
5. In the **Security Settings** dialog box, make sure that the **Enable** options are selected for the following labels:

    - Cookies → Allow cookies that are stored on your computer
    - Cookies → Allow per-session cookies (not stored)
    - Scripting → Scripting of Java applets

6. Click **OK** to close the **Security Settings** dialog box.
7. Click **OK** to close the **Internet Options** dialog box.

Configuring Microsoft Internet Explorer 6.x

To configure Microsoft Internet Explorer version 6.x

1. Start Microsoft Internet Explorer.
2. On the Tools menu, click Internet Options.
3. In the **Internet Options** dialog box, click the **Security** tab.
4. On the **Security** tab, click **Local intranet**, and then click **Custom Level**.
5. In the **Security Settings** dialog box, make sure that: the **Enable** option is selected for the following label:
   - Scripting → Scripting of Java applets
6. Click **OK** to close the **Security Settings** dialog box.
7. In the **Internet Options** dialog box, click the **Privacy** tab.
8. In the **Settings** area, click **Default**.
9. Move the slider to select the **Medium** privacy setting.
10. Click **OK** to close the **Internet Options** dialog box.

Starting the Web Interface

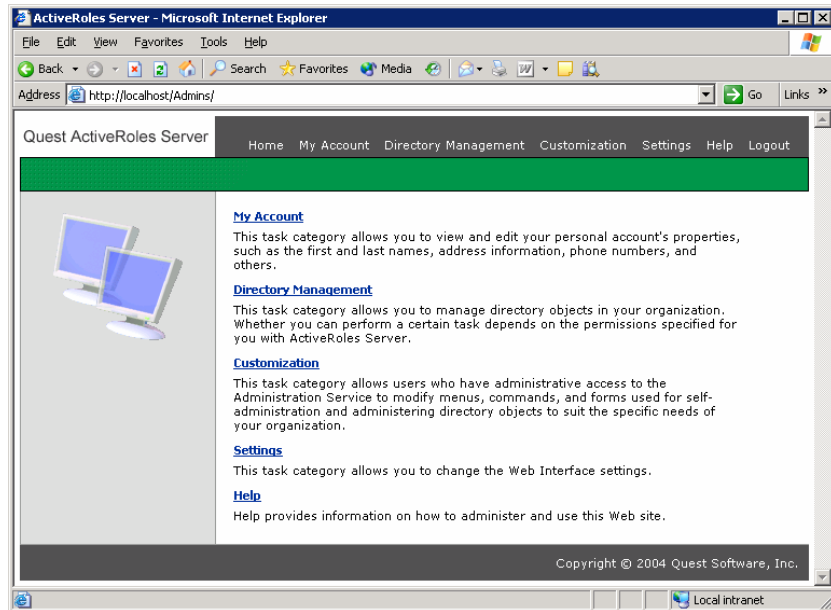*To start the Web Interface*

1. Start Microsoft Internet Explorer.
2. In the **Address** field, type the Web Interface's URL:

   http://<ComputerName>/<DirectoryName>/

   Press ENTER.

For example, type **http://comp/EDMWI_HelpDesk/** if the Web Interface for Help Desk is installed on the computer "comp" in the directory "EDMWI_HelpDesk".

The Web Interface home page is displayed.

3.   On the home page, click an item to perform a task.

Changing Local Settings

When using the Web Interface for the first time, you may specify the Web Interface settings:

- **User interface language**—specifies the language for displaying the Web Interface pages.
- The UI language affects all menus, commands, and forms associated with the Web Interface, as well as tool tips and help. Users can then view the Web Interface in their own language.
- **Number of objects to be displayed per page**—specifies the number of objects displayed per page in object lists.
- **Number of pages to preload in object lists**—specifies the number of pages retrieved from the ActiveRoles Administration Service at one time when preparing lists of directory objects.
- **Optimized for resolution**—resolution of the area for displaying lists of directory objects.

- **View mode**—specifies the mode for displaying the Web Interface pages. Two modes are available in the Web Interface—**Basic** and **Advanced**.

- **Basic** mode displays AD objects in managed domains and Managed Units, while **Advanced** mode additionally displays the configuration containers for the managed domains.

- **Color scheme**—specifies the color scheme used in the Web Interface pages.

These settings are saved on the local computer. There are separate settings for the Web Interface for Administrators, the Web Interface for Help Desk, and the Web Interface for self-administration.

Use the **Number of objects to be displayed per page** and **Number of pages to preload in object list** options sparingly. When you specify small numbers, you will need to click page numbers or the **Next pages** button at the bottom of the list to see more objects or to load more pages. On the other hand, specifying unreasonably large numbers may result in network delays, degrading the performance of the Web Interface.

To change local settings

4. Run the Web Interface.
1. On the Web Interface home page, click **Settings**.
2. Specify the setting values using the appropriate boxes.
3. Click **Apply** for the changes to take effect.

3

Web Interface Basics

- Tasks Overview

- Interface Overview

- Changing View

- Searching for Objects

Tasks Overview

The Web Interface home page displays the categories of administrative tasks supported by the Web Interface. The same categories are displayed along the upper part of the Web Interface pages. Click a category to perform one of the following administrative tasks:

- **My Account**—Self-administration.
- **Directory Management**—Management of Active Directory accounts, and viewing Group Policy object reports.
- **Customization**—Management of Web Interface menus, commands, and forms.

The **Settings** item is used to set up the Web Interface options. The **Help** item is used to display the Web Interface Help. The **Logout** option is used to disconnect your session with the Web Interface.

My Account

My Account allows you to view and modify the properties of your personal account in Active Directory, such as the first and last names, address, and telephone numbers.

You can only carry out self-administration if you are assigned permissions to administer your account with ActiveRoles Server.

Directory Management

Directory Management allows you to administer directory objects in your organization. Your ActiveRoles Server permissions determine which tasks you can perform.

Directory Management includes these tasks:

- **Active Directory**—Select and administer Active Directory objects such as user accounts, groups, and computer accounts.

- **Managed Units**—Select Managed Units and administer Active Directory objects in Managed Units.
- **Group Policy**—Select Group Policy objects and view GPO reports.
- **Search**—Search for directory objects in Basic or Advanced Search modes.

For information about how to administer Active Directory objects, see "Managing Active Directory Objects" later in this document. For information about how to perform a search, see "Searching for Objects" later in this section. For information about how to view Group Policy objects reports, see the ActiveRoles Server Web Interface Administrator's Guide.

Customization

Customization allows you to tailor the Web Interface to suit the specific needs of your organization. **Customization** is only displayed if you are logged on as an ActiveRoles Server administrator. The ActiveRoles Server administrator account is specified during the installation of the ActiveRoles Server Administration Service.

Customization includes these tasks:

- **My Account**—Modify forms used for self-administration.
- **Directory Objects**—Modify menus, commands, and forms used for administering directory objects.
- **Restore Default**—Restore the original (default) menus, commands, and forms, discarding all previous customization.
- **Reload**—Put into effect the menus, commands, and forms you have specified for **My Account** or **Directory Objects**.

As the customization settings are saved on the Web server, they affect the Web Interface as a whole. The Web Interface enables the coexistence of three Web Interfaces with different customization on an intranet.

For information about how to customize the Web Interface, see the ActiveRoles Server Web Interface Administrator's Guide.

Settings

Using **Settings** you can specify:

- User interface language.
- Number of items the Web Interface displays per page in lists of directory objects.
- Number of pages the Web Interface retrieves from the ActiveRoles Server service at one time when preparing lists of directory objects.
- View mode to filter out advanced objects and containers from the display.
- Optimized resolution for interface components.
- Color scheme for the Web Interface pages.

The settings are saved on the local computer.

Help

The Web Interface Help answers questions related to the ActiveRoles Server Web Interface, and helps users to complete Web Interface tasks.

Interface Overview

The Web Interface provides a number of features to lower the level of expertise needed to perform administrative tasks. The following picture gives a brief overview of the interface components.
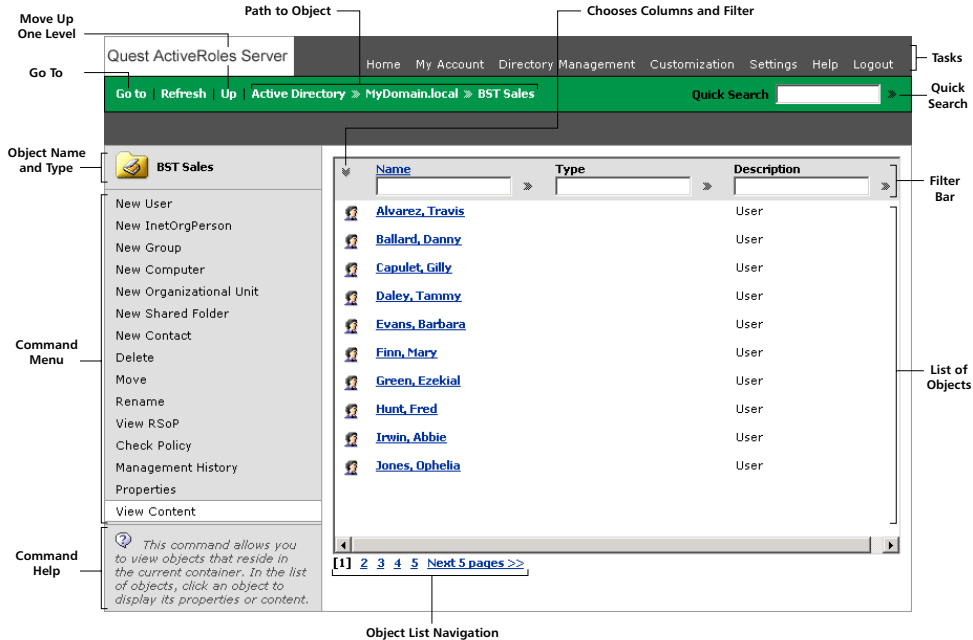
Tasks

Use this area to navigate through the Web Interface tasks.

Go To

Click **Go to** to select an Active Directory folder or Managed Unit. You can select an Active Directory domain, container, or Organizational Unit to display its content, or a Managed Unit to display a list of its members.

Move Up One Level

Click **Up** to administer the parent object one level higher in the directory tree. This displays a list of commands for the immediate parent of the object you are administering.

Path to Object

Identifies the directory path to the object you are administering. Click the name of any object in the path to display the Command Menu for that object.

Object Name and Type

Displays the name of the object you are administering. An icon next to the object name identifies the object type.

Command Menu

Displays a list of commands relating to the object you are administering.

Your ActiveRoles Server permissions determine which commands are available. The Command Menu only includes the commands for which you have sufficient permissions defined for the selected object. ActiveRoles Server administrators can customize the Command Menu by adding and removing commands.

Command Help

Describes the selected command and explains how to use it.

Another form of user assistance is *ToolTips*. A ToolTip provides additional help about a particular interface element, such as a text box, check box, or button. A ToolTip is displayed when you point to an interface element.

Quick Search

Used to search for objects whose names begin with the letters you type. **Quick Search** searches all domains that ActiveRoles Server is configured to administer (managed domains).

List of Objects

Displays a list of objects in the directory folder or Managed Unit you have selected. In the list, click an object to display the Command Menu for that object.

The Web Interface only lists the objects you are permitted to administer with ActiveRoles Server.

Filter Bar

Lets you filter object lists by the value of an object property.

Choose Columns

Lets you add and remove columns in object lists. For information on how to choose columns, see "Choosing Columns in Lists of Objects" later in this section.

Filter On/Off

Lets you toggle the Filter Bar on/off. For information on how to filter object lists, see "Sorting and Filtering Lists of Objects" later in this document.

Save to File

Saves search result lists to the *report.csv* file.

Object List Navigation

Lets you navigate through pages of the object list. Click the page numbers to display objects not shown in the current page.

The following picture gives an overview of additional interface elements used to carry out commands, such as the **General Properties** command.
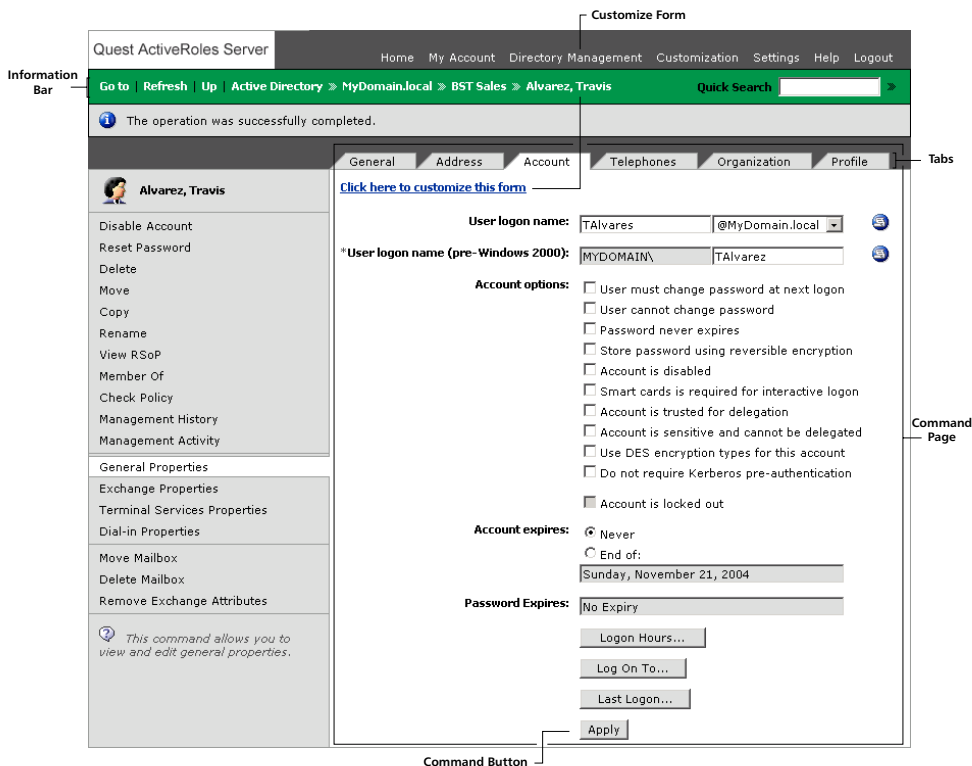
Information Bar

Displays warnings, errors, and information messages when an operation has completed.

Tabs

Click a tab to view and modify a group of object properties.

Customize Form

Click this link to add and remove fields on the tab. This allows you to tailor the Web Interface to the specific needs of your organization.

This link is displayed only if you are logged on as an ActiveRoles Server administrator. The ActiveRoles Server administrator account is specified during the installation of the ActiveRoles Server Administration Service.

Command Page

Lets you supply information required to carry out the command.

Command Button

Initiates an action. For example, the **Apply** button commits the changes you have made using the Command Page.

Changing View

Sorting and Filtering Lists of Objects

The Web Interface allows you to filter and sort object lists to simplify searching for objects. This also allows saving object lists to the *report.csv*. file.

To sort a list of objects by name

- Click the **Name** column heading once or twice to sort the object list by name in ascending or descending order. An arrow next to the **Name** heading indicates the sort order.

You can sort object lists by any indexed property. The columns headings for such properties are rendered underlined. Click any underlined heading to change the sort order. For information about how to add columns to object lists, see "Choosing Columns in Lists of Objects," later in this section.

To filter a list of objects

1. Point to the arrow to the left of the **Name** column heading, and then click
   Filter On to display the Filter bar.
2. In the text box under a column heading, type a few characters, and then press ENTER.

The resulting list only includes objects that match the filtering criteria. For example, when you fill in the box under the **Name** column heading, the list only includes objects whose names begin with the characters you typed.

Filtering object lists by object type requires that the object type be fully specified in the **Type** filter box. For example, to display all contacts, you must specify "contact", not "cont" or "cont*".MMMYou can hide the Filter bar by pointing to the arrow next to the **Name** column heading, and then clicking **Filter Off**.

To save a list of objects to file

1.   Point to the arrow to the left of the **Name** column heading, and then click **Save to File**.
2.   In the **File Download** dialog box, click **Save**. The object list will be saved to the *report.csv* file.

Choosing Columns in Lists of Objects

To display or hide columns in a list of objects

1.   Point to the arrow to the left of the **Name** column heading, and then click **Choose Columns**.
2.   To display a column for a certain property, click the property name in the **Hidden Columns** list, and then click **Add**.
3.   To hide a column for a certain property, click the property name in the **Displayed Columns** list, and then click **Remove**.

Searching for Objects

Quick Search

The Web Interface supports a quick search for objects.

To perform a quick search

1. Click Directory Management.
2. In **Quick Search**, type a few characters, and then press ENTER.

The Web Interface searches for objects whose names begin with the characters you typed, and displays a list of search results.

**Quick Search** searches all the ActiveRoles Server managed domains regardless of which object you are currently managing.
In the search results list, when you click a leaf object such as a user or group, the Web Interface displays the form used to view and modify the object properties.
In the search results list, when you click a container object such as an Organizational Unit, the Web Interface displays a list of objects in that container.
The search results list only includes objects for which you have permissions specified with ActiveRoles Server.

Basic Search

The Web Interface includes search pages to locate objects of a certain type. The following picture shows the **Search for Users, Groups, and Computers** page in Basic Search mode:
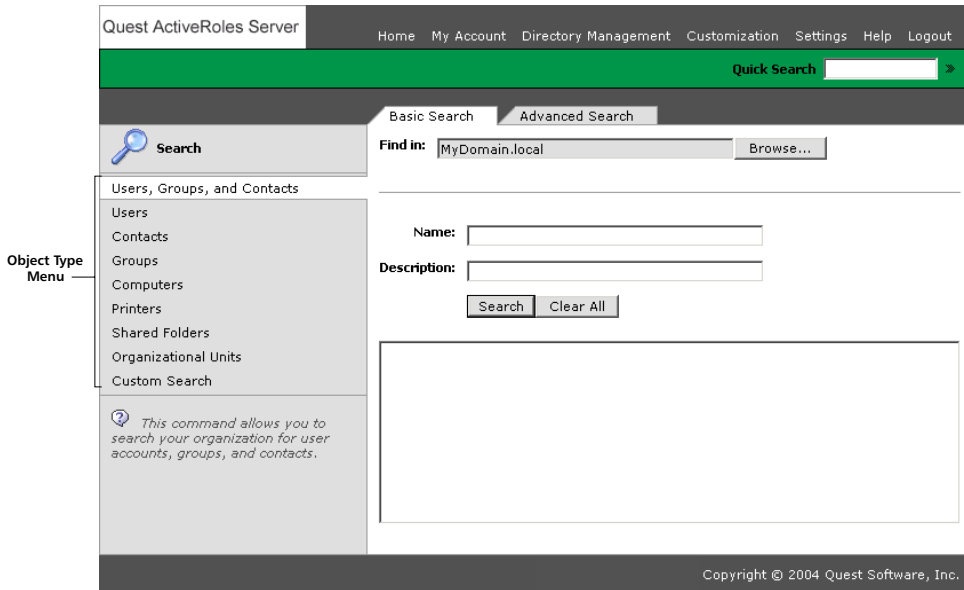
To perform Basic Search

1. Point to **Directory Management**, and then click **Search** on the **Directory Management** menu.
2. In the Object Type Menu area, click the type of objects for which you want to search.
3. In the **Find in** box, click **Browse** to choose the domain, directory folder, or Managed Unit you want to search.
4. Use the text and check boxes in the **Basic Search** page to specify your search criteria.
5. Click **Search**. The search results list is displayed at the bottom of the page.

In the search results list, you can do the following:

- Click a leaf object such as a user or group, to display the page used to view and modify the object properties.
- Click a container object such as an Organizational Unit, to view a list of objects that are in that container.

- Click the **Name** column heading to change the sort order of the listed objects.
- Add and hide columns to be displayed (see "Choosing Columns in Lists of Objects" earlier in this section.)
- Set a filter to display only the objects you need see "Sorting and Filtering Lists of Objects" earlier in this section.)
- Click the page numbers at the bottom of the list to display additional pages whenever the entire list of items does not fit in one page.

Advanced Search

In Advanced Search mode, the Web Interface retains all the characteristics exhibited in Basic Search mode. In addition, Advanced Search mode allows you to search for objects by additional properties.

To perform an Advanced Search

1. Point to **Directory Management**, and then click **Search** on the **Directory Management** menu.
2. In the Object Type Menu area, click the type of objects to search for.
3. Click the **Advanced Search** tab.
4. In the **Find in** box, click **Browse** to choose the domain, directory folder, or Managed Unit to search.
5. From the **Field** list, select the object property by which you want to search.
6. From the **Condition** list, select an operator to further define the search.
7. In the **Value** box, type the variable to use.
8. Click **Add.**
9. Repeat Steps 4–8 until you have entered all the search criteria.
10. Click **AND** or **OR**, depending on whether you want to find objects that match all the search criteria or at least one of them.
11. Click **Search**. The search results list is displayed at the bottom of the page.

The **Search Results** list only includes objects for which you have permissions specified with ActiveRoles Server.
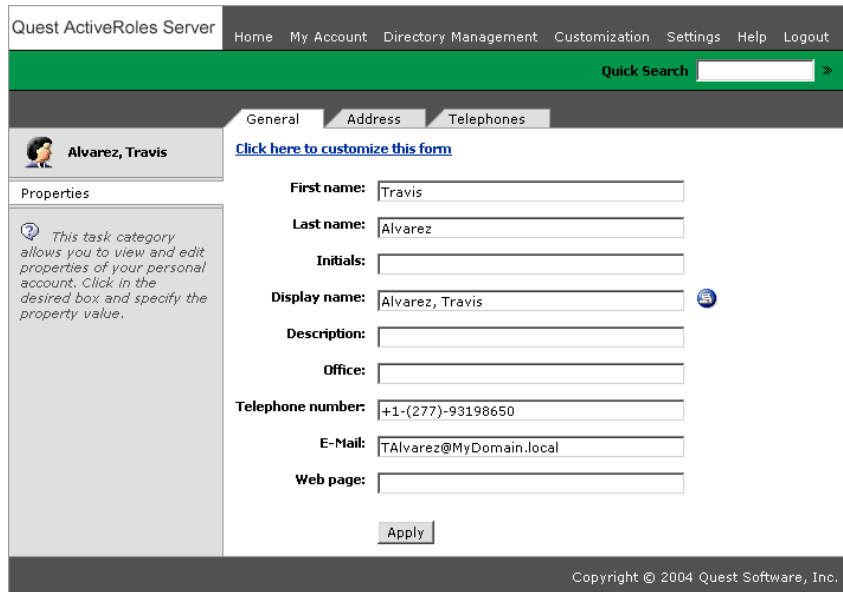
Custom Search

The Web Interface also provides a powerful Custom Search, which combines search criteria for different objects into one search query, and enables an Advanced Search using an LDAP query.

To perform a Basic Custom Search

1. Point to **Directory Management**, and then click **Search** on the **Directory Management** menu.
2. In the Object Type Menu area, click **Custom Search**.
3. In the **Find in** box, specify the domain, directory folder, or Managed Unit to search. To select a domain, folder, or Managed Unit, click **Browse**.
4. Next to the **Field** label, click the type of objects you want to search for, and then from the list next to the object type label, select the object property by which you want to search.
5. From the **Condition** list, select an operator to further define the search.
6. In the **Value** box, type the variable to use.
7. Click **Add.**
8. Repeat Steps 3–7 until you have entered all the search criteria.
9. Click **AND** or **OR** depending on whether you want to find objects that match all the search criteria or at least one of them.
10. Click **Search**. The search results list is displayed at the bottom of the page.

To perform an Advanced Custom Search

1. Point to Directory Management, and then click Search on the Directory Management menu.
2. In the Object Type Menu area, click **Custom Search**.
3. Click the **Advanced Search** tab.
4. In the **Find in** box, specify the domain or directory folder you want to search. To select a domain or folder, click **Browse**.
5. In the **Enter LDAP query** box, type a query that meets the Lightweight Directory Access Protocol (LDAP) standard. For example, to find an object by name, type (**cn**=*<name>*), where *<name>* is the object's common name.

6. Click **Search**. The search results list is displayed at the bottom of the page.

The **Search Results** list only includes objects for which you have permissions specified with ActiveRoles Server.

4

Managing Your Personal Account

- Editing Account Properties

Editing Account Properties

To edit properties of your personal account

1. Run the Web Interface.
2. On the Web Interface home page, click **My Account** to display the **My Account** page.

3. On the **My Account** page, click a tab, and edit properties on that tab.

If your user account belongs to a domain that is not serviced with ActiveRoles Server, if you are not permitted to administer, or if you do not have sufficient rights to your personal account, then you cannot edit your account's properties. If you are only permitted to view the value of a property, the Web Interface dims out the corresponding field, preventing you from modifying the value. If you do not have permission to view the value of an object property, that property is not displayed in the corresponding box. Likewise, commands that you are not permitted to carry out are not displayed in the corresponding **Command** menus.
Network users can use the Self-Administration Web site to manage and edit their personal account information.

5

Managing Active Directory Objects

- Introduction

- Performing a Management Task

- Example 1: Enabling a User Account

- Example 2: Adding a User to a Group

Introduction

A user's ability to perform a certain management task depends on the permissions granted to the account, and on the customization of the Web Interface. The general procedure for performing an administrative task is outlined below.

Performing a Management Task

To perform a management task

1. Run the Web Interface.
2. On the Web Interface home page, click **Directory Management**. The page for administering objects is displayed.
3. Point to **Directory Management**, and then on the **Directory Management** menu, click one of the following:

   - To manage directory objects that reside in domains managed with ActiveRoles Server, click **Active Directory**. A list of domains is displayed.
   - To manage directory objects that are members of a Managed Unit, click **Managed Units**. A list of Managed Units is displayed.

4. In the List of Objects area, click the object you want to manage. The page with the Command Menu for the selected object is displayed.

In the List of Objects area, clicking a leaf object such as a user or group, displays the page used to view and modify object properties; clicking a container object such as a domain or Organizational Unit, displays a list of objects that resides in that container.

5. On the Command Menu, click the command you want to carry out.
6. Complete the operation. For information about the command, refer to the Command Help below the Command Menu.

When performing management tasks, the Web Interface supplements and restricts the user input based on administrative policies and permissions defined with ActiveRoles Server. The Web Interface displays property values generated according to the policies, and prohibits the input of data that breaks the policy constraints. Thus, the Web Interface exhibits the following behavior:

- If a policy requires that a value be specified for a certain property (required property), that property is marked with an asterisk *.
- If a policy affects a certain property, then the special icon is displayed next to the text box used to edit that property. Click that

- icon to display the administrative information. Use the information displayed to enter an acceptable value.

- When you specify a property value that breaks policy constraints and click **Finish** or **Apply**, an error message is displayed. If you create an object, click **Back** to return to the page with incorrect values and view the error message. You must correct your input for the Web Interface accepts the value.

- The forms used for object creation must include text boxes for all required properties. Otherwise, object creation with the Web Interface fails. For information on how to configure forms, see the ActiveRoles Server Web Interface Administrator's Guide.

- The forms used for object modification display only the values of properties for which you have **Read** permission. Likewise, these forms only allow you to modify a property value if you have **Write** permission for that property.

  If you are only permitted to view the value of a property, the Web Interface dims out the corresponding text box and prevents you from modifying the displayed value. If you are not allowed to view the values of certain object properties then these values are not displayed in the corresponding boxes.

- The Command Menu only includes commands that you are permitted to carry out. The List of Objects and Search Results areas only display objects for which you have administrative permissions specified with ActiveRoles Server.

ActiveRoles Server administrators can customize the Web Interface by adding and removing commands, and modifying forms associated with commands. For more information, see the "Customizing Web Interface" section in the ActiveRoles Server Web Interface Administrator's Guide.

A list of domains that can be managed with the Web Interface is contained in the ActiveRoles Server configuration, which is set up with the ActiveRoles Server MMC client. The procedures for adding and removing managed domains are outlined in the ActiveRoles Server Administrator's Guide. After you add a new domain, click **Refresh** on the Web browser to start managing objects in the new domain using the Web Interface.

Example 1: Enabling a User Account

In this walkthrough, you will be guided through the process of enabling a disabled user account.

Steps to enable a user account

1. Run the Web Interface for Help Desk.
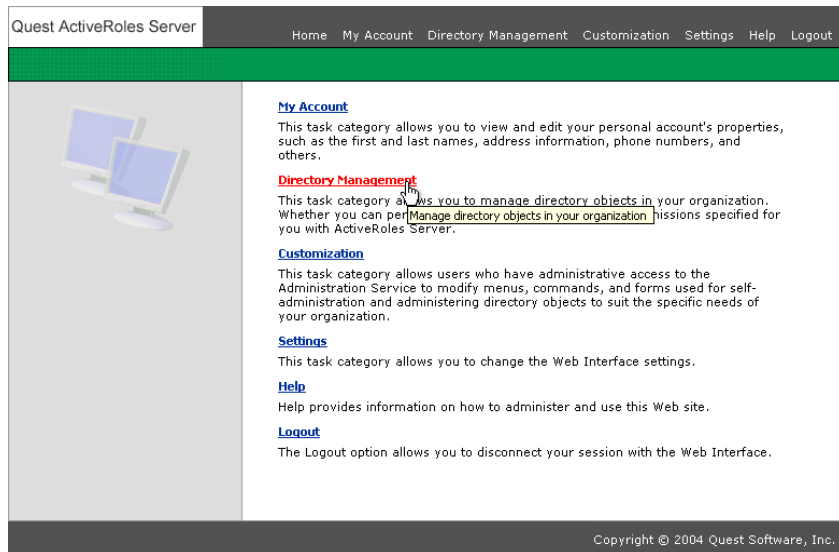
   The Web Interface home page appears.

2. On the Web Interface home page, click **Directory Management**. The page for administering objects is displayed.

3. Point to the **Directory Management** task category and then, on the **Directory Management** menu, do one of the following:

   - To enable a user account that is a member of a Managed Unit, click **Managed Units**. A list of Managed Units is displayed.
   - To enable a user account that resides in a domain managed with ActiveRoles Server, click **Active Directory**. A list of domains is displayed.
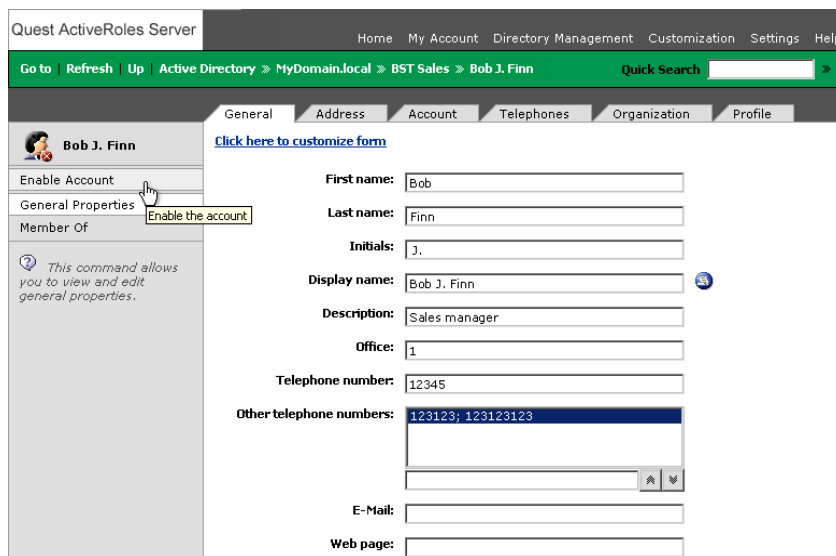
4. In the List of Objects area, click the disabled user account you want to enable. The page with the Command Menu for the selected user account is displayed.

The disabled user accounts are marked with the 🦹 icon.

In this scenario, we enable the user account *Bob J.Finn*.

5. On the Command Menu, click **Enable Account**.

The Command Menu contains the **Enable Account** command only for disabled user accounts. For enabled user accounts, the **Disable Account** command is displayed instead of the **Enable Account** command.

Example 2: Adding a User to a Group

In this walkthrough, you will be guided through the process of adding a user account to a group.

Steps to add a user account to a group

1. Run the Web Interface for Help Desk.
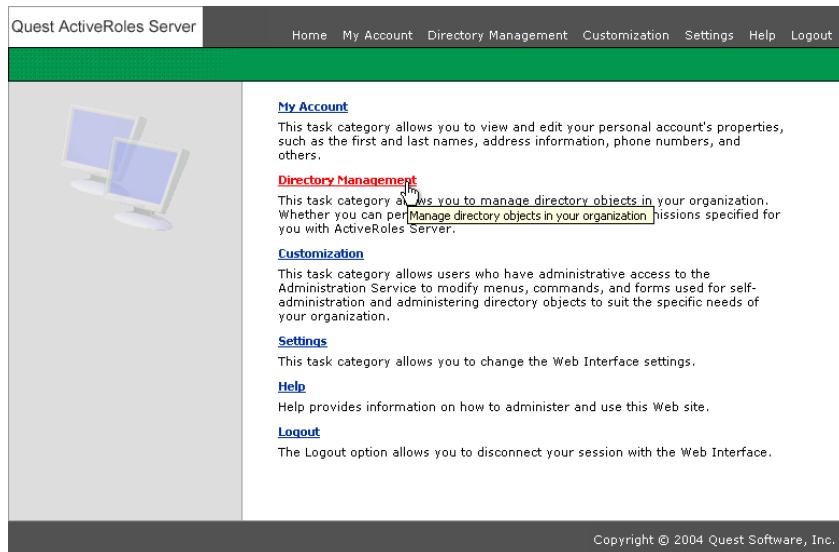
   The Web Interface home page appears.

2. On the Web Interface home page, click **Directory Management**. The page for administering objects is displayed.

3. Point to the **Directory Management** and then, on the **Directory Management** menu, click one of the following:

   - To manage a user account that is a member of a Managed Unit, click **Managed Units**. A list of Managed Units is displayed.
   - To manage a user account that resides in a domain managed with ActiveRoles Server, click **Active Directory**. A list of domains is displayed.

4. In the List of Objects area, click the user account you want to add to a group. The page with the Command Menu for the selected user account is displayed.
In this scenario, we add the user account *Bob J. Finn* to the group *Print Operators*.

5. On the Command Menu, click **Member Of**.

The list of groups where *Bob J. Finn* is a member is displayed.

6. Click **Add**.

The list of groups is displayed.

7. Click the group where you want to add the selected user account, and click **OK**.
   In this scenario, we add *Bob J. Finn* to the group *Print Operators*.
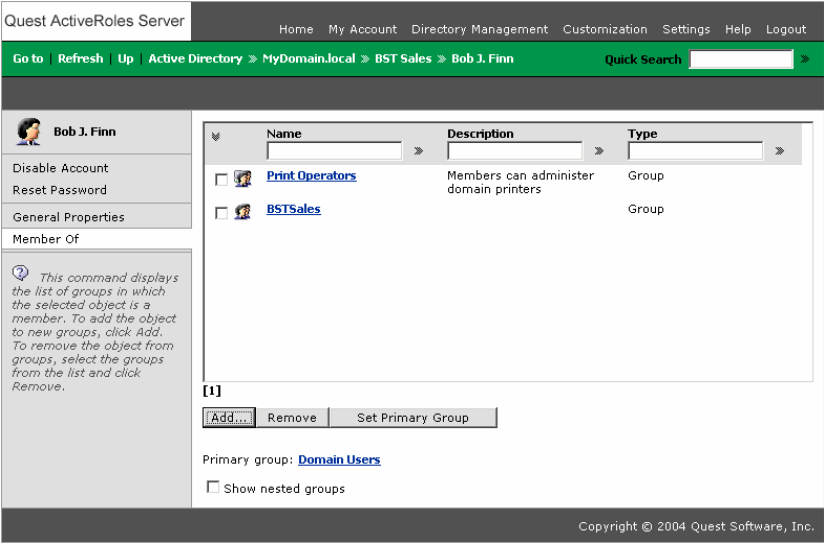
The *Print Operators* group is now included to the list of groups where *Bob J. Finn* is a member.

6

Managing Computer Resources

- Performing Management

Performing Management

You can use the Web Interface to manage the following computer resources:

- **Services**—Start/stop service, view/modify service properties.
- **Shares**—Create share, view/modify share properties, stop sharing.
- **Printers**—Pause/resume/cancel printing jobs, list documents being printed, view/modify printer properties.
- **Devices**—View/modify device properties.
- **Registry**—Create/delete keys and values, view/modify values.
- **Local groups**—Create/delete group, add/remove members, rename group, view/modify group properties.
- **Local users**—Create/delete user, set user password, rename user, view/modify user properties.

To manage computer resources

1. Point to the **Directory Management** task category, and then on the **Directory Management** menu do one of the following:

   - To manage computers that reside in domains managed with ActiveRoles Server, click **Active Directory**. A list of domains is displayed.
   - To manage computers that are members of a certain Managed Unit, click **Managed Units**. A list of Managed Units is displayed.

2. In the List of Objects area, click the computer you want to manage. The page with the Command Menu for the selected object is displayed.
3. On the Command Menu, click **Manage**.
4. In the **Manage computer** list, click a link to manage a particular computer resource. Use the Command Menu to perform a task.

To access a print job

1. Repeat Steps 1–3 of the procedure for managing computer resources.

2. In the **Manage computer** list, click **Printers**. The list of printers is displayed.

3. In the list of printers, click a printer. The **Printer Properties** page is displayed.

4. On the Command Menu, click **Jobs**. The list of documents being printed is displayed. Click a document to pause, resume, restart, or cancel printing.

The **Manage computer** list contains **Services**, **Shares**, **Printers**, **Local Groups**, or **Local Users**. The **Local Groups** and **Local Users** are not displayed if you select a domain controller.